



**City of Rochester, New York**  
Department of Environmental Services

# **At Your Service**

## **Environmental Services Guide 2014-2015**

**Delivering  
Excellence  
in Service  
Every Day**

**Volunteer for Clean Sweep Today!**



## Message from the Mayor

The staff of the City's Department of Environmental Services is committed to maintaining a safe, clean and

healthy community. They work year-round to provide you with the best city living experience possible.

City residents benefit from the best services available anywhere: From street lights to sidewalk and street snow plowing, curbside refuse and recycling collection, to forestry and park services.

This issue of **At Your Service...2014-15 Environmental Services Guide** is your one-stop source for information and important dates that will help you make the most of city living.

Delivering excellence in service—every day—is our mission. If you have a comment or a question, please call **311**, or **428-5990** if calling from outside of the city.

Sincerely,

Mayor Lovely A. Warren



**Open 6:30 a.m. to 11 p.m.  
Mon.-Fri. and 7 a.m. to  
11 p.m. Sat. & Sun.**

Closed Thanksgiving, Christmas  
and New Year's Day

Outside the city, call 428-5990

**TTY 428-7600**

**Spanish-speaking  
representatives available**

**Bridge Maintenance  
Chip Seal**

**Dead Animal Removal**

**Graffiti Removal**

**Leaf Collection**

**Parking Meters**

**Pothole Repair**

**Refuse and Recycling  
Collection**

**Snow and Ice Removal**

**Street Construction**

**Street Lighting**

**Street and Sidewalk  
Repair**

**Street Sweeping**

**Tree Maintenance  
(City-owned)**

**Vacant Lot  
Maintenance**

**Water Emergencies**

**Water Meter Reading**

**Water Quality**

**Water and Refuse  
Billing**

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## Refuse Service

### Customer Service at its finest!

We're proud to provide you with the best service possible. Use these helpful guidelines to keep our neighborhoods safe and clean.

### Curbside Service

You are entitled to curbside pick-up of your household refuse and recyclables. Place your refuse and recycling bins between the sidewalk and curb in front of your residence no earlier than the evening before and no later than 6:30 a.m. on your collection day.

### Your Rolling Refuse Cart

The rolling refuse cart makes it easy to bring your throw-away items to the curb. If your cart is full, you may use plastic bags or other containers. Please call 311 to request an additional cart if needed. On collection day, please place your cart three feet from any obstructions, additional carts or containers. Observe weight restrictions of 200 lbs per cart and 30 lbs per bag or container.

Remove your refuse and recycling containers from the curb within 24 hours after your collection day and store your cart on the side or backyard of your premises. Recycle bins may be kept indoors.

### Bulk Refuse

Have large items? We'll take them. Bulk refuse items are picked up on your regular refuse collection day. Remove doors from refrigerators and other appliances. Loose wood, trees, brush and hedges must be tied in bundles that are no larger than four feet long and 18 inches in diameter. The bundles must weigh no more than 60 lbs.

Do not obstruct sidewalks or streets with refuse or debris.

### Illegal Dumping

Illegal dumping is a serious offense that is harmful to our community. Refuse placed in front of a residence must be generated by that residence. It is illegal to place refuse on public property or in a right-of-way.

Do not place household trash in a public litter receptacle. If you see illegal dumping taking place, please report it. Get a license plate number and a description of the vehicle and operator and call **311**. You could receive a \$100 reward, upon conviction and redress.

### Know Your Collection Day

The City will collect your refuse and recycling on the same day each week. If you do not know what your collection day is, please call **311** or go to **[www.cityofrochester.gov/servicelocator](http://www.cityofrochester.gov/servicelocator)**.

### On-Demand Service

On-Demand Service is available for a fee if you have a large amount of debris that needs to be picked up before your next scheduled refuse day, for example, when a tenant moves out, or for home and yard cleanups or small home improvement projects by owner.

For volumes of 4 cubic yards or more, a minimum fee of \$80 will be charged. Roll-off containers are available for rent for volumes greater than 10 cubic yards.

For more information or to schedule a pick-up, contact the Commercial Refuse Business Office at **428-6928**, or via email at **[commercial.refuse@cityofrochester.gov](mailto:commercial.refuse@cityofrochester.gov)**.



## Recycling

Everyone should be recycling but not nearly enough people are doing it. Recycling is the law in Monroe County. Recyclables are collected once a week on your designated refuse pickup day.

### It's Easy

#### **Remember, if it tears, it's recyclable!**

You can also recycle your drink cartons, juice boxes, cans, #1 – #7 imprinted plastics, glass bottles and jars. Simply rinse out your recyclable containers (you don't need to remove labels) and place them on top of the paper in your recycle bin. Bring plastic shopping bags back to the grocery store rather than placing them in your recycle bins.

### Make it a Habit

The rewards of recycling are great: you preserve the environment and reduce demand on our natural resources. Make it a habit to separate your recyclables from the trash. Organizing your recycle box can help the City's collection run smoother and faster.



## Holiday Collection Schedule

On scheduled holidays, refuse and recycling collection will be delayed one day for the remainder of the week, i.e. Monday routes will be picked up on Tuesday, etc.

There will be **no refuse or recycling collection** on the following holidays:

**November 27, 2014**  
Thanksgiving Day

**December 25, 2014**  
Christmas Day

**January 1, 2015**  
New Year's Day

**January 19, 2015**  
Dr. Martin Luther  
King, Jr. Day

**May 25, 2015**  
Memorial Day

**September 7, 2015**  
Labor Day

**November 26, 2015**  
Thanksgiving Day

**December 25, 2015**  
Christmas Day



The **ecopark** provides Monroe County residents with a “one-stop drop-off” site to dispose of or recycle certain items. Ecopark is also available for businesses, churches and not-for-profits for a fee. There are two categories of drop-off services:

### Regular Collections:

Available to residents only, Wednesday – Saturday, 7:30 a.m. to 1 p.m., to accept items such as:

- 1 and 20 lb propane tanks, fire extinguishers and helium tanks
- Bulky plastics
- Cooking oil and grease
- Clothing
- Curbside recyclables
- Electronic waste (cell phones, monitors, TVs, keyboards, etc.)

- Light bulbs (fluorescent, CFL, HID, tubes and ballasts)
- Mercury (thermometer and thermostat)
- Scrap metal
- Sharps and syringes
- Styrofoam

### Special Collections:

Open several times a month to accept all regular collection items and Household Hazardous Waste (HHW). Appointment required for HHW. May schedule on-line or call **753-7600, option #3.**

### Other acceptable items include:

- Driveway sealer
- Fuel (gas, diesel, kerosene and home heating oil)
- Photo chemicals
- Pool chemicals

### The following is accepted only from households:

- Unwanted medications
- Refrigerant-containing items (\$15 fee)
- Passenger vehicle tires (\$3 fee)

### NOT ACCEPTABLE at ecopark:

- 55-gallon drums
- Asbestos and asbestos shingles
- Cans of dried paint (place in trash)
- Everyday alkaline batteries (place in trash)
- Glazing/spackle and joint compounds (place in trash)
- Products intended for industrial use
- Smoke and carbon monoxide detectors (place in trash or contact manufacturer)

- Used motor oil and vehicle batteries (contact auto retailer or repair shop)

### Call 911 for:

- Explosives/ Ammunition/Flares
- Black & Smokeless Powder
- Shock-Sensitive Materials

If you don't see an item here, please visit the ecopark web site at: **[www.monroecounty.gov/ecopark](http://www.monroecounty.gov/ecopark)**

Businesses, churches and nonprofit organizations will be charged a fee for special collection items and must complete a CESQG form. The form is available on the ecopark website. For more information call **753-7600, option #3.**

## Winter Tips

- To accommodate street snow plowing, strictly observe parking regulations, especially alternate parking rules.
- It is against the law to shovel or plow snow from private property onto sidewalks, roadways or fire hydrants.
- Keeping your sidewalk clear and safe in the winter is the property owner and/or the ground floor tenants' responsibility. The City provides supplemental sidewalk plowing on all sidewalks when snowfall exceeds four inches and on arterial sidewalks as conditions warrant.
- When snow has accumulated, place your rolling refuse and recycling containers at the edge of the driveway, or in a shoveled path. **DO NOT** place them on top of snow banks, in the street or on the sidewalk, where they might hamper vehicular or pedestrian traffic and snow removal activities.



- During severe weather, listen to local radio and television stations for updates on important snow plowing and parking instructions.
- Call **311** and speak to a service representative to learn the start and anticipated completion times of roadway and sidewalk plowing, as well as parking restrictions, areas to avoid, refuse collection status and other helpful snow-related information.



### Questions about winter services? Call 311

between 6:30 a.m. to 11 p.m. Mon.-Fri.  
and 7 a.m. to 11 p.m. Sat. & Sun.  
Outside the city, call 428-5990.





## Rochester's Clean Sweep... Showing Pride in Our City



Clean and beautiful neighborhoods are vital to the health of our city. Rochester's Clean Sweep brings people together to

clean up our streets and build civic pride.

During Clean Sweep, City crews sweep streets, remove graffiti, clean city properties, alleys and underpasses and repair potholes and sidewalks. They trim trees, plant flowers and spruce up city parks, playgrounds and recreation centers.

### You can help too!

You can join the thousands of others who have taken part in Clean Sweep either individually, as a family, with co-workers, neighborhood, church or school groups.

Rochester's Clean Sweep takes place every spring. To volunteer, sign up online at [www.cityofrochester.gov/cleansweep](http://www.cityofrochester.gov/cleansweep), call 311 or outside of the city, call 428-5990.

**Mark your calendars now for the Spring Clean Sweep on **Saturday, May 2, 2015.****

### Keep It Clean!

All of the great things that come from Clean Sweep will be undone if we don't stop littering.

Litter invites crime and blight and lowers our property values. When litter is ignored and tolerated, it becomes accepted behavior.

Let's be a litter-free community by leading by example and teaching our youth about the very harmful effects of littering.

### Mini Sweeps

Mini sweeps are a great way to keep the city clean after the citywide Clean Sweep is over. They are organized by the community and supported by the City. Mini Sweeps can help you and your block club or neighborhood organization improve an area that needs a little extra care.

### How Does a Mini Sweep Work?

Pick a project, a date and a fun group to work with. At least two weeks before, call your Neighborhood Service Center and talk about your plan. On the day of the event, the City will drop off tools, work gloves and bags. You work, have fun and make a difference. When you finish, we will come back to pick up the tools and debris.

### Contact Us

Your NSC has tools, ideas and suggestions to make your Mini Sweep a success!

**Northwest NSC**  
71 Parkway, 1st Floor  
Rochester, NY 14608  
428-7620

**Southwest NSC**  
923 Genesee Street  
Rochester, NY 14611  
428-7630

**Northeast NSC**  
500 Norton Street  
Rochester, NY 14621  
428-7660

**Southeast NSC**  
320 N. Goodman  
Street, Suite 209  
Rochester, NY 14607  
428-7640





## Important DES Dates

Please use your tear-off service calendar and map for easy reference of important dates to remember.

### Fall Leaf Collection

**October 27–November 21, 2014**

Please refer to the map in this guide for the loose leaf collection dates for your area.

**Collected leaves are composted, screened and made available to residents, along with stone and wood chips through the City's free Give-Back Program. The site, located at Ferrano and Colfax Streets is open from 8 a.m. to 7 p.m. daily, April through December.**

### Leaf Collection Guidelines

Rake loose leaves into a pile between the sidewalk and the curb before the Monday of your scheduled pick-up week. **DO NOT** rake leaves into the street. Leaves can be bagged and placed at the curb on your regular refuse collection day. Loose leaves can also be dropped off at Ferrano and Colfax Streets.

### Spring Clean Sweep

**May 2, 2015**

### Street Sweeping

**May 4–September 30, 2015**

Major arterial streets are swept twice a week, and residential streets are swept **once monthly**. Sweeping of city streets starts in early spring and continues through October, weather permitting.

### Chip Sealing

**June 8–August 28, 2015**

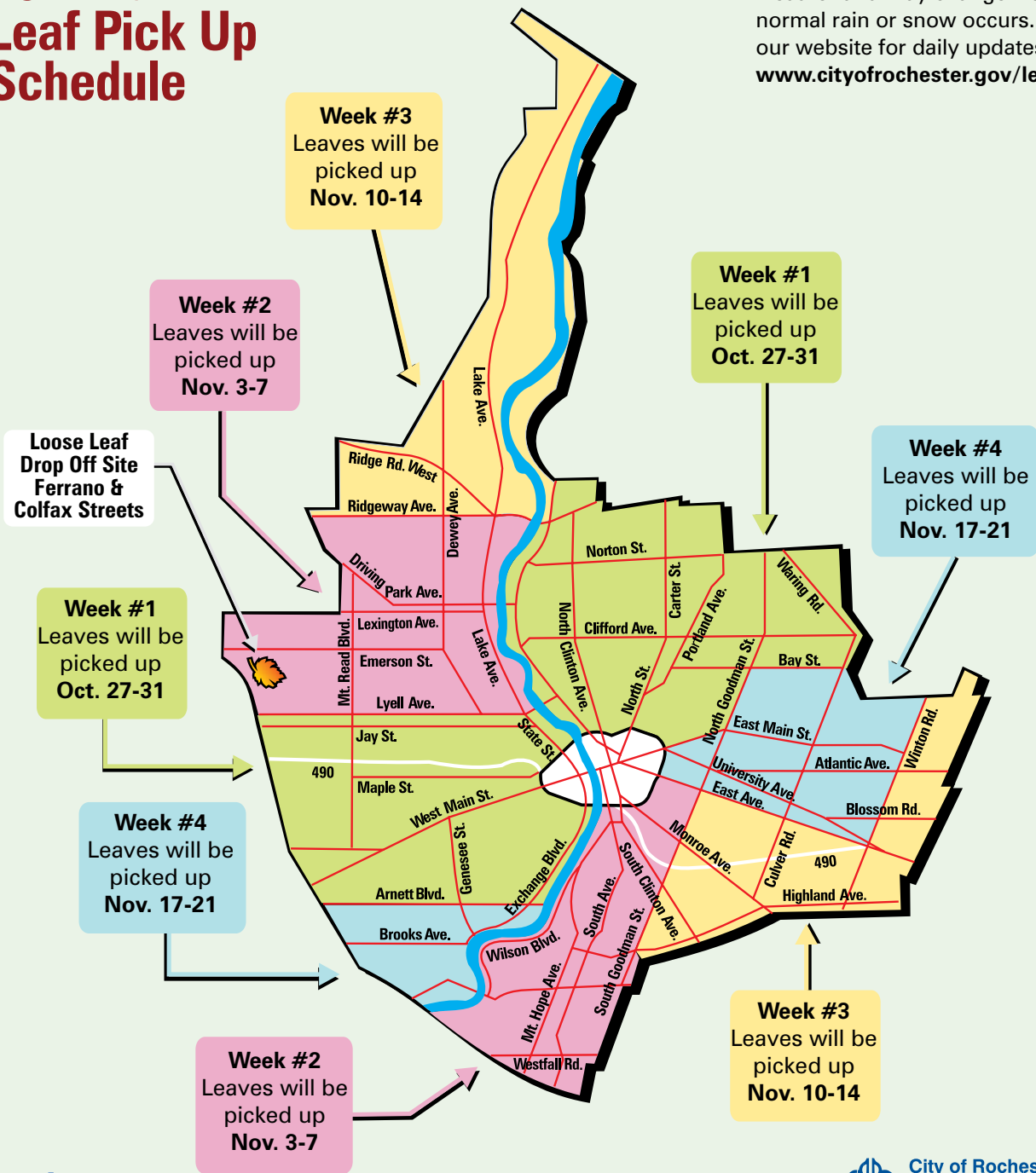
Chip sealing involves the spray application of asphalt, followed by a rolled layer of chipped stone. Chip sealing treatments are performed on an established maintenance cycle.





# 2014 Fall Leaf Pick Up Schedule

This schedule is dependent on the weather and may change if above-normal rain or snow occurs. Check our website for daily updates at **[www.cityofrochester.gov/leaves](http://www.cityofrochester.gov/leaves)**



**Tear along perforated line**

## 2015 Service Calendar

Holidays  
Observed  
by RefuseFall Leaf  
Pick UpClean  
SweepChip  
SealingStreet  
Sweeping

## JANUARY

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## FEBRUARY

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## MARCH

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## JULY

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## SEPTEMBER

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## OCTOBER

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## NOVEMBER

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## DECEMBER

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**City of Rochester**

Lovely A. Warren, Mayor  
City Hall, Room 308A  
30 Church Street  
Rochester, NY 14614-1284

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